JALIS HELP DESKS

JOSAC CONUS OSA operations are supported by JALIS activities at three geographically separated locations: JOSAC JALIS, Scott AFB; Navy JALIS, New Orleans; and Army JALIS, Ft. Belvoir. Each facility provides independent customer support services for JALIS users who experience problems such as forgetting passwords, difficulty in printing, or difficulty in completing a task.   This Help Desk Guide directs JALIS users to the correct agency to avoid confusion and to ensure expeditious customer support. The three help desk offices are identified as:

Navy Users	Naval Air Logistics Office DSN 678-1185 COMM 504-678-1185
Army Users	Operational Support Airlift Agency DSN 656-7073 COMM 703-806-7073
All Others	USTRANSCOM Helpdesk DSN 576-8021 COMM 618-256-8021

ALL JOSAC JALIS USERS

For tracking purposes, USTRANSCOM policy requires a Help Desk ticket for all problems or questions on any USTRANSCOM information system. The first line of contact for all JOSAC JALIS users is the **USTRANSCOM Helpdesk at DSN 576-8021 (COMM 618-256-8021) or USTCHelp@hq.transcom.mil**. Changes in user account information such as email, phone number, rank, UIC, etc. must also be sent to the USTRANSCOM Helpdesk for update. The USTRANSCOM Helpdesk will then transfer you to the appropriate organization that takes care of your specific issue. Individuals reporting problems directly to JOSAC JALIS support staff will be forwarded or given the direct number to the Helpdesk.

You will know if you are logged into JOSAC JALIS if the top of your Citrix Connection references the JOSAC GUI Jalis Application. Also, the Domain will be GUIJALIS on your initial login (Figure 1).
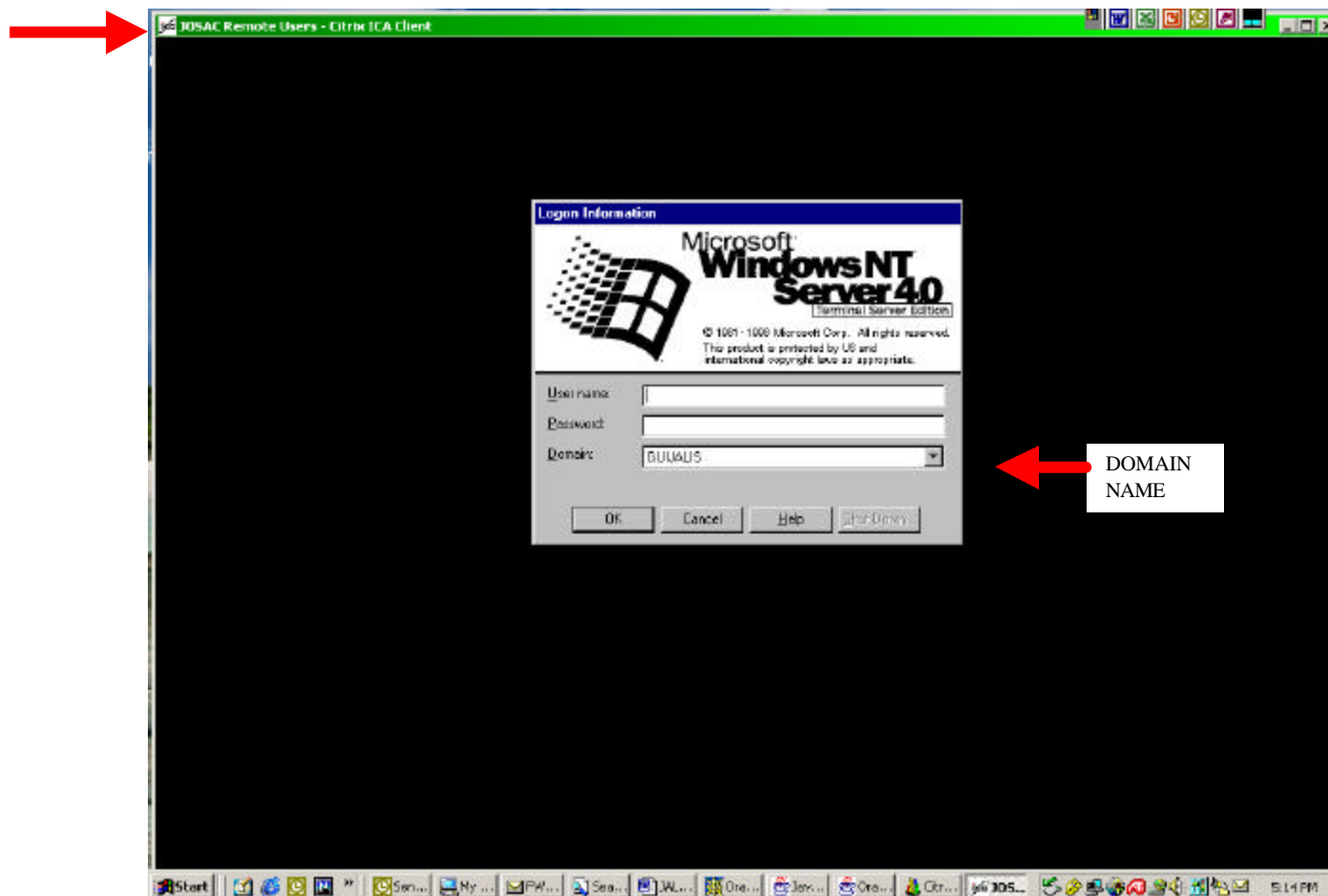
Figure 1. JOSAC JALIS Initial Logon for Remote Users

NAVY

If you are logged into the **NAVY JALIS** and have problems contact the **NALO Helpdesk** at **DSN 678-1185 or COMM 504-678-1185** for assistance.

You will know if you are logged into NALO if the top of your Citrix Connection references the NALO application. Also, the Domain will be JALISNET on your initial login (Figure 2) or your initial login from the web (Figure 2a).

****NOTE**: The Login may change with JALIS web when it is fully implemented at NALO.
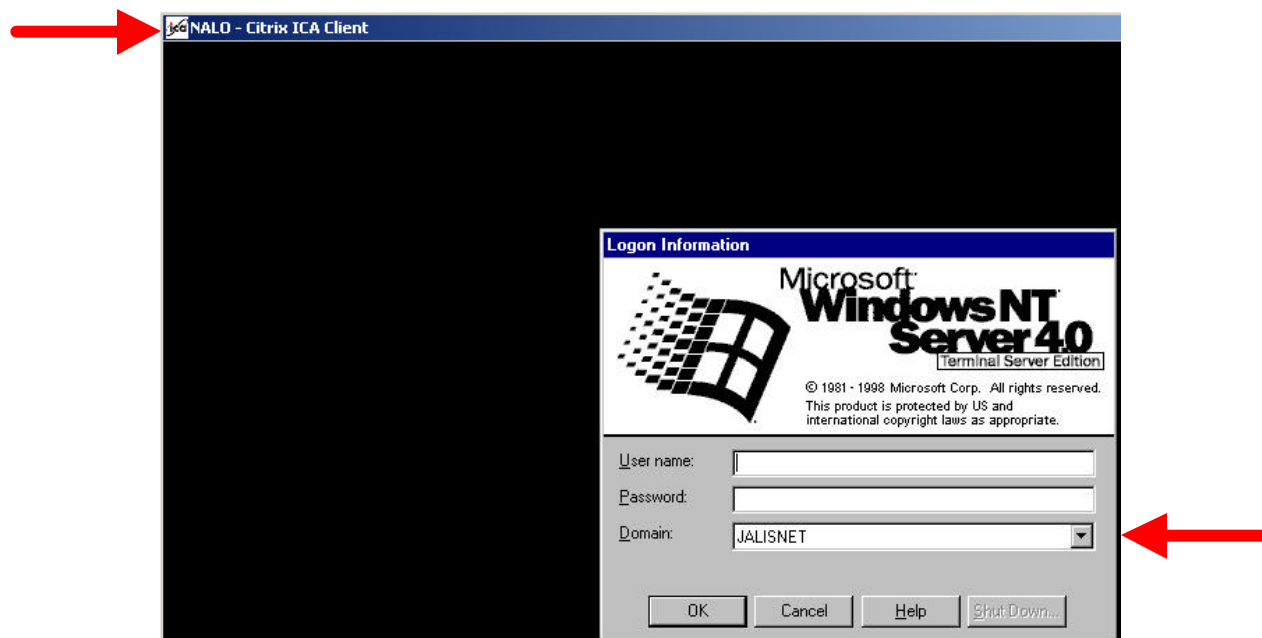
Figure 2. NALO JALIS Initial Logon (Client – Server)
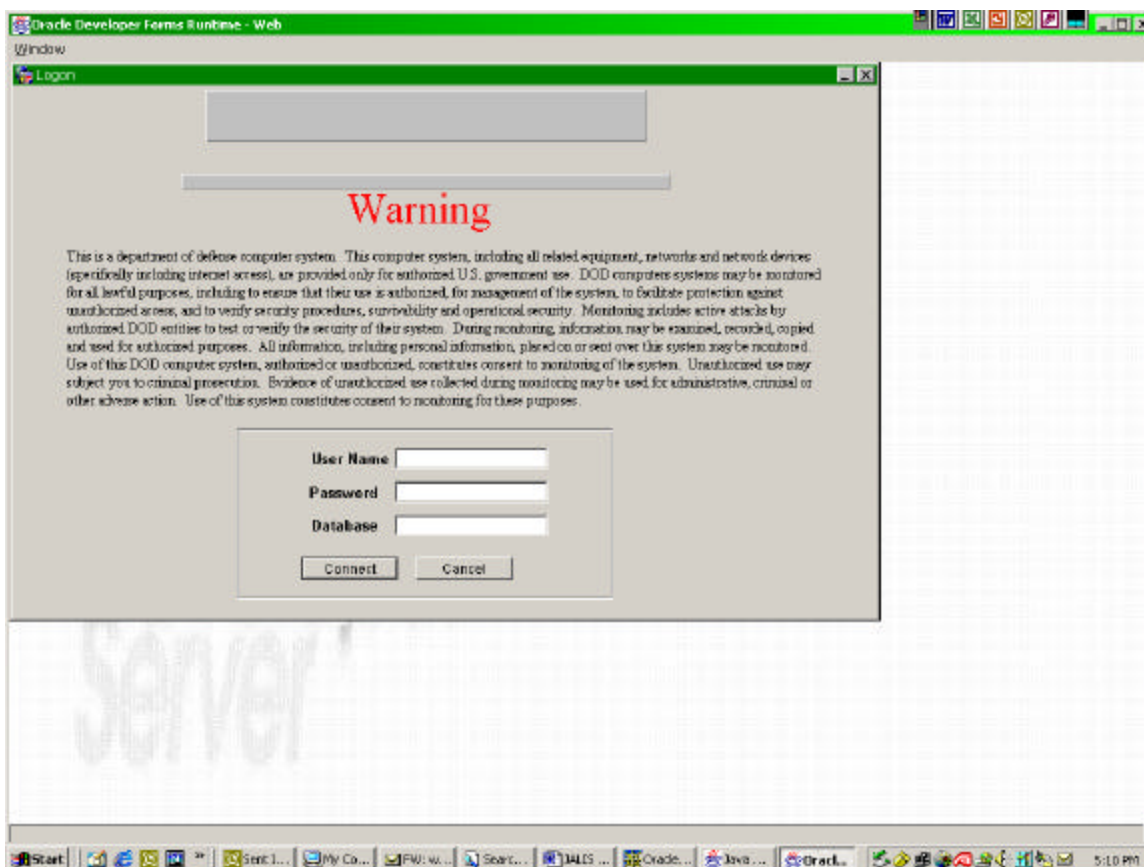
Or

Figure 2a. NALO JALIS Initial Logon (Web)

ARMY

      If you are logged into the **ARMY JALIS** and have problems contact the **OSAA Helpdesk** at **DSN 656-7073 or COMM 703-806-7073** for assistance.

      You will know if you are logged into OSAA if the top of your Citrix Connection references the OSAA application (Figure 3).
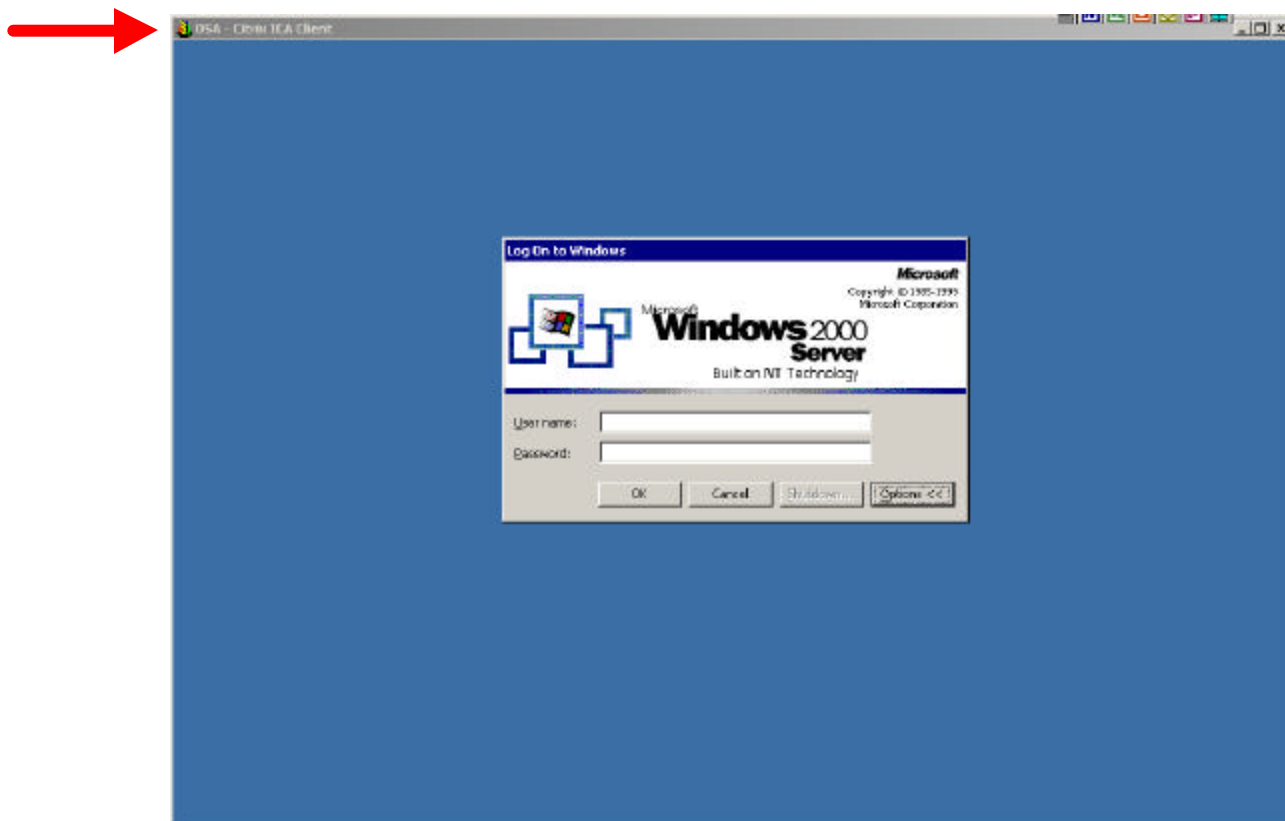

Figure 3. OSAA JALIS Initial Logon

AIR FORCE

      The Air Force users only utilize the JOSAC JALIS application. So, if you encounter any problems with JALIS contact the **USTRANSCOM Helpdesk** at **DSN 576-8021 or COMM 618-256-8021** for assistance.

      You will know if you are logged into JOSAC JALIS if the top of your Citrix Connection references the JOSAC Remote Users. Also, the Domain will be GUIJALIS on your initial login (Figure 4).
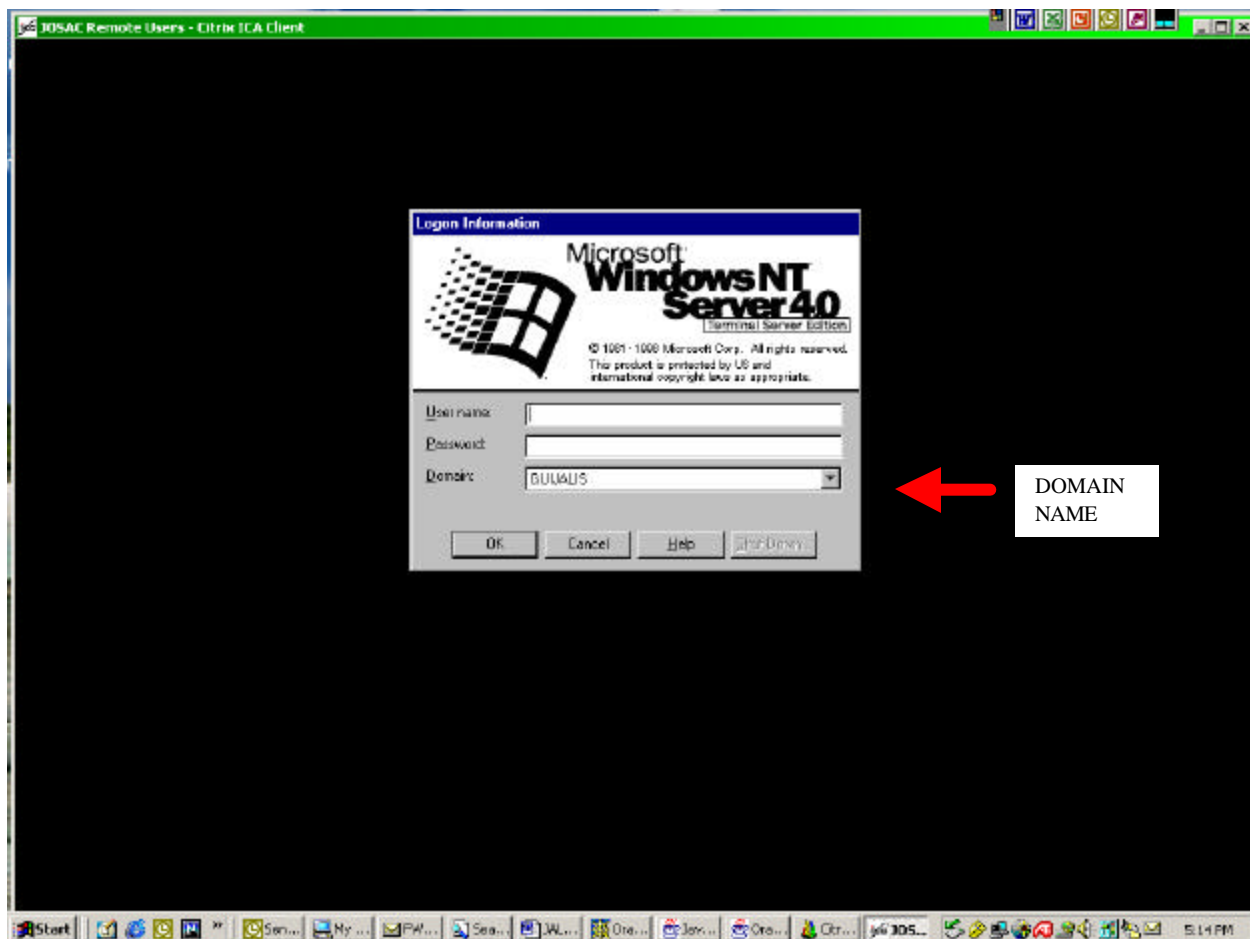
Figure 4. JOSAC JALIS Initial Logon for Remote Users

MARINES

    The Marine users only utilize the JOSAC JALIS application. So, if you encounter any problems with JALIS contact the **USTRANSCOM Helpdesk** at **DSN 576-8021 or COMM 618-256-8021** for assistance.

    You will know if you are logged into JOSAC JALIS if the top of your Citrix Connection references the Name you called your ICA connection in the Citrix Program Neighborhood. Also, the Domain will be GUIJALIS on your initial login (Figure 4).

JOINT COMMANDS

    JALIS users assigned to Joint Commands, regardless of their parent Service, only utilize the JOSAC JALIS application. So, if you encounter any problems with JALIS contact the **USTRANSCOM Helpdesk** at **DSN 576-8021 or COMM 618-256-8021** for assistance.

You will know if you are logged into JOSAC JALIS if the top of your Citrix Connection references the JOSAC Remote Users. Also, the Domain will be GUIJALIS on your initial login (Figure 7).
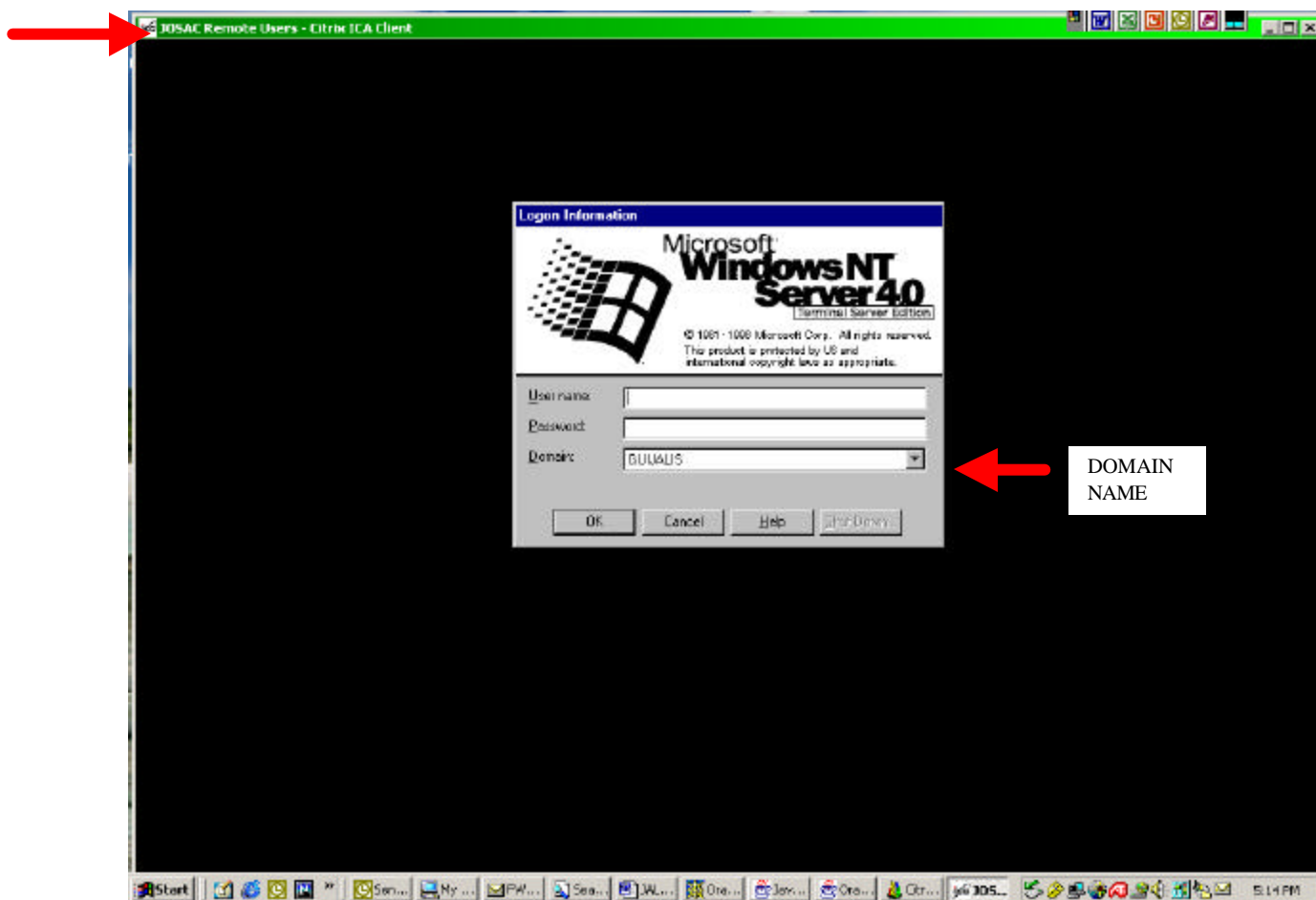
Figure 7. JOSAC JALIS Initial Logon for Remote Users

FUNCTIONAL ISSUES

      All JOSAC JALIS users are welcome to call the USTRANSCOM Help Desk with functional issues, e. g. "How do I….?, any problems with LFRs, passenger maintenance, flight personnel maintenance, JOSAC Web Page, etc.